



NC Older Adult Vaccine Experience



The text "83%" is displayed in a large, bold, red font. The background of the slide is a faded image of a commercial kitchen with various cooking equipment and utensils.

People 65 and older account for 15% of the total COVID cases statewide but 83% of COVID deaths in North Carolina.

No Older North Carolinian should be left out of the vaccine roll-out

Who is getting vaccinations:

- Those with **persistence and patience** – willing to make multiple online or phone call attempts
- Those with **internet access** and ability to access/use **technology** to signup for vaccine and get on multiple waiting lists.
- Those who can access their electronic health records “patient portals” to request appointments.
- Those who can **navigate phone systems** and wait long periods of time.
- Those who have **family and friends** who can navigate the system on their behalf.
- Those who are **willing to wait** in drive thru clinics or stand in line for multiple hours.
- Those who can **drive** — or who can get other people to drive them



No Older North Carolinian should be left out of the vaccine roll-out

Who is being left out – Those who:

- are **socially isolated** without reliable social supports such as family and friends
- **can't access internet** to schedule appointment
- are bedbound or medically frail and **can't travel**.
- don't drive or have access to private transportation.
- can't utilize public transportation.
- Have **cognitive impairments** (hearing, eyesight)

NC transit agencies to receive \$2.5 million to give free rides to COVID-19 vaccine sites

by Brittany Whitehead | Thursday, January 21st 2021

AA



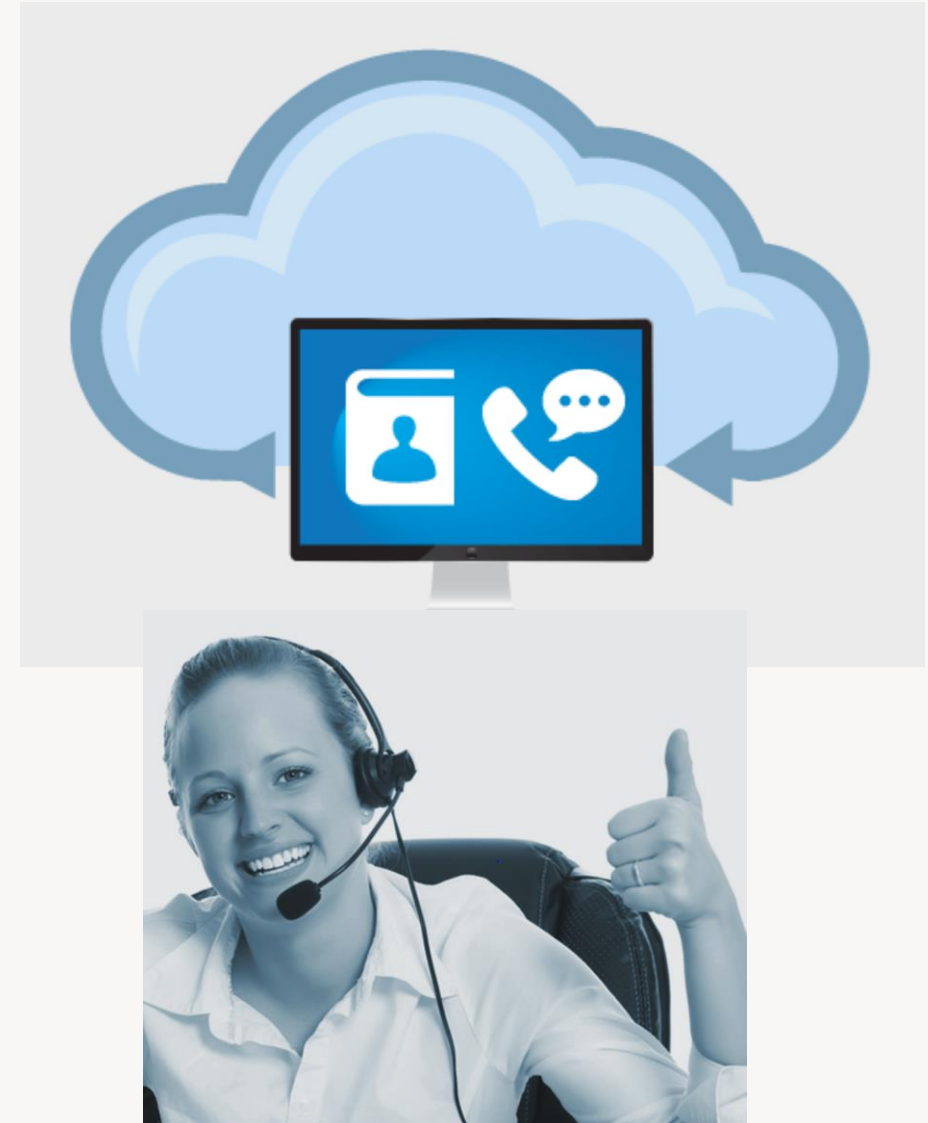
File photo - NCDOT and NCDHHS announced Thursday, Jan. 21, that \$2.5 million in Coronavirus Relief Funds will be allocated to all public transit agencies in the state to help pay for rides for individuals who need transportation assistance to receive a COVID-19 vaccine. (Photo credit: WLOS staff)

NEED ASSISTANCE:

- Those without family, friends, others to assist need help
- Those without internet or tech-comfortable

Organic, Community-Based Solutions:

- Intergenerational Partnering
- Meals on Wheels working with AAAs
- NC-DHHS and AARP HubDialer – engaging volunteers to make calls



Issue: Scheduling appointments together – need to be able to schedule appointments together for folks going together (e.g., couples or neighbors taking their neighbor)

Issue: “Vaccine Tourism” –people driving across county lines to get their vaccine.

Issue: Homebound – Continue innovating and partnering such as Wake County with Meals on Wheels to bring vaccine to those they know are homebound

Issue: Mixed Messaging in Communications – Many emails are sent, some conflicting with what is told at vaccine site. Need to better consolidate and keep clear.



More outreach can help keep older adults from being left behind. The outreach needs to consider the unique needs of older adults. Seniors need to be targeted differently than the general population. Considerations should include those who:

- Lack internet (TV PSA, Radio, Print)
- Non-native English speakers;
- Low-income;
- Live in historically marginalized communities
- Medically frail, seriously ill or homebound
- And have vision and hearing impairments





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